

# South African Revenue Service Service Charter

SETSWANA





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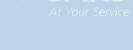
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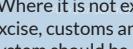
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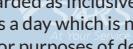
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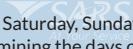
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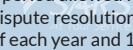
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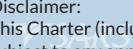
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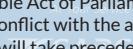
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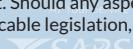
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\*Where it is not explicit in the charter about customs and excise, customs and excise should be regarded as a tax. Tax system should be regarded as inclusive.

"Business Day" means a day which is not a Saturday, Sunday or a public holiday and, for purposes of determining the days or a period allowed for complying with the provisions relating to dispute resolution, excludes the days between 16 December of each year and 15 January of the following year, both days inclusive.

This Charter (including any time periods stipulated herein) is subject to any applicable Act of Parliament. Should any aspect of this Charter be in conflict with the applicable legislation, the applicable legislation will take precedence.

#### Disclaimer:

## Polelo ya Matseno

# SARS E TSAYA TAOLO YA YONE GO TSWA GO MOLAO WA SARS (Nomoro ya zaz34 wa 1997)

Go dira gore go nne le tsamaiso e e lekaneng le e e dirang ka katlego ya thulaganyo ya go tsaya lekgetho mo Afrika Borwa.

- Go tsaya makgetho otlhe a a kolotiwang
- Go tlhomamisa go ikobela ka botlalo melao ya lekgetho, balaodi ba metswedi le tse di tswang le go tsena ka naga
- Go tlamelia tirelo e e ntlafang metswedi e e kgobokanyang lekgetho, tshireletso ya molelwane le go dira gore go nne le kgwebisano ya mmatota

## SARS e laolwa ke molao mme gape e dirisa molao, o o akaretsang, mme o sa lekanyediwa go:

- Molaotheo wa Repaboliki ya Afrika Borwa, Molao wa bo 108, wa 1996
- Molao wa Tsamaiso ya Tsa Ditšelete Tsa Bathobotlhe wa 1 wa 1999
- Molao wa Lekgetho la Madi a Lotseno, wa 1962
- Molao wa Balaodi ba Metswedi le Tse di Tswang le go Tsena ka Naga, wa 1964
- Molao wa Lekgetho le le Tsentsweng Boleng, wa 1991
- Molao wa Tsamaiso ya Lekgetho, wa 2011
- Molao wa go Rotloediwa ga go Bona Tshedimosetso wa bo 2, wa 2000
- Molao wa go Rotloediwa ga Tsamaiso ya Tshiamiso wa bo 3, wa 2000
- Molao wa Tshireletso ya Tshedimosetso ya Botho wa bo 4, wa 2013

SARS e diretswe go fitlhelela **MAIKAELELO A MAGOLO** a go kgontsha puso go aga naga e e nang le bokgoni e e rotloetsang kgolo e e tswelelang ya ikonomi le kgatelopele ya loago e e tlhokomelang Maafrika Borwa otlhe.

Maikaelelo a rona ke go nna bothhale, SARS ya segompieno e boikanyegi jwa yone bo sa belaelweng, e e ikanngwang e bile e ratiwa.

Re batla go latela **leano le re le rerileng** la go tlhama thulaganyo e e theilweng **go ikobela ka go ithebola**, mme mo go tshwanelang, go dirwe ka boikarabelo le ntla le go okaoka.

E le go ema nokeng Leano le re le Rerileng, re na le **Maano a re a Ikaeletseng** a a robongwe

- Go tlamela tlhaloso le tlhomamisego mo maikarabelong a lekgetho
- Go dira gore go nne motlhofo mo badueding ba lekgetho le bagwebi go ikobela le go diragatsa maikarabelo a bone
- Go thatafaletsa le go oketsa madi go baduedi ba lekgetho le bagwebi ba ba sa ikobeleng seo
- Go dira setlhophsa sa badiri se se dirang ka natla, se se farologaneng, se se tlhaga le go tshwaragana
- Go oketsa tiriso ya data go tokafatsa boikanyegi, go bona botlhale le go tokafatsa diphelelo
- Go dira dithulaganyo tsa rona go nna tsa segompieno gore go nne le ditirelo tsa dijital le inthanete
- Go laola tiriso e e lekaneng ya didirisiwa gore go nne le diphelelo le tiragatso ya tiro tsa maemo a a kwa godimo
- Go dira le mo bathong ba ba amegang go tokafatsa thulaganyo ya lekgetho
- Go aga terasete ya bathobotlhe le go ikanya thulaganyo ya tsamaiso ya lekgetho

**Kgopoloy a go Ikoba** ya SARS e bolela gore re dumela gore bontsi jwa baduela lekgetho ba a ikanyega mme ba batla fela go diragatsa maikarabelo a bone ka maiteko le ditshenyegelo tse di kwa tlase.

Tiragatso ya tiro ke SARS e tokafatswa ke go kgomarela melao ya SARS e e latelang:

- Go se tlogele go tlhokomela khupamarama ya moduela lekgetho
- Boikanyegi, go dira ka tsela ya seporofešenale le go lolama tse di sa belaetseng
- Ditirelo tsa bathobotlhe tse di tlhomang sekao
- Ditshedimosetso tse di ka se ganetsweng go tswa go data le bosupi

Re kgothaletsa bareki ba rona go dirisa ditirelo tse di mo inthaneteng tsa SARS (ka sekai, eFiling, MobiApp, jalo le jalo.), Contact Centre ya SARS, makala a SARS (ka go dira peelano ya go kopana), le le Diyuniti tse Tsamayang tsa Lekgetho (MTUs).

Go bona tlhaloso gentle, tlhokomediso le go tlhofofaletsa baduela lekgetho go ikobela, dipampitshana le dibukana tse go motlhofo go di latela di ka bonwa kwa makaleng a rona le mo website ya SARS go [www.sars.gov.za](http://www.sars.gov.za).

## Ditshwanelo le Maikarabelo a Moduela Lekgetho

O na le Tshwanelo ya go:	O na le Boikarabelo jwa go:
<ul style="list-style-type: none"><li>Tlhalosetso le tlhomamisego (go itsisiwe) ka maikarabelo go SARS</li><li>Tirelo e e duleng diatla, go sa kgathalesege mokgwa o o dirisanang le SARS ka one</li></ul>	<ul style="list-style-type: none"><li>Go nna le seabe ka nako, go kwadisa le go latela mai-karabelo a semolao</li><li>Dirisana ka botlalo le go tlamela tshedimisetso e e nepagetseng, e e boammaaruri o dirisana mo go lekaneng le go mo nakong ka metswedi e e tshwanetseng</li></ul>
<ul style="list-style-type: none"><li>Go utlwiwa, go dira ngongorego le go tlhagisa go sa utlwane tse di rarabololwang ka nako</li><li>Go tshwarwa ntle le poifo, go direlwa molemo, kgotsa kgethololo ke SARS ka tsela ya khuparamama, mo thulaganyong e e yang ka molao e e maleba</li></ul>	<ul style="list-style-type: none"><li>Go tlamela ditokumente le tschedimisetso tsotlhe tsa bosupi mo nakong e e beilweng, jaaka go kopilwe</li><li>Go dira ka boikanyegi le go tlota thulaganyo ya lekgetho</li><li>Go thusa go thibela go se ikobele ka go bega tsietso ya lekgetho le go se ikobele molao wa lekgetho</li></ul>
<ul style="list-style-type: none"><li>Go emelwa ke motho yo e leng porofeshenale</li><li>Go tlota ke badiredi botlhe ba SARS</li></ul>	<ul style="list-style-type: none"><li>Go amogela maikarabelo a botho le go ikarabela mo dikgannyeng tsotlhe tsa gago tsa lekgetho</li><li>Go tlota tiro yotlhe e e dirwang ke badiredi ba SARS</li></ul>



## 1. Tirisano le baduela lekgetho

Mo go latelang maikaelelo a rona a go nna botlhale le SARS ya segompieno, re na le metswedi e e mmalwa e e tlamelang ka tharabololo ya maemo a a kwa godimo ya potso ya ntlha. Yone e akaretsa:

- Metswedi ya mo inthaneteng, e e gone nako nngwe le nngwe, bosigo le motshegare. Re kgothatletsa baduela lekgetho, bagwebi le mogakolodi wa makgetho wa seporofesenale go dirisa metswedi eno ya mo inthaneteng;
- Ketelo ya Ofisi – go tlhokega go beelana nako ya go kopana e sale gale;
- Letsetsa contact centre ya rona;
- Di-helpdesk tse di tlhophilweng

Fa nako e ntse e ile re ikaelela go oketsa tirisano ya baduela lekgetho le rona ka metswedi ya dijital go tlhomamisa gore go nna le ditharabololo tse di bonako, ka tsela eo re fokotse metswedi ya tirisano ya go kopana ga namana.

\*Go nna gone ga metswedi ya rona go buiwa ka gone mo Website ya SARS le Makala.

Re tla ikgolaganya le bareki ba ka metlha, ditshekatsheko tsa dikarolo le tsa dikakgelo tsa bathobotlhe go tokafatsa tirelo ya bareki.

Boikaelelo jwa rona ke go tlamela tirelo e e duleng diatla, e e mo nakong e e tsamayang ka thelelo le e e motlhoho, mme re ikemiseditse maemo a tirelo a a tlhalositsweng mo Tšhateng eno, mmogo le a a tlhalositsweng mo Thulaganyong ya Tiragatso ya Ngwaga le Ngwaga.

### Maitlamo a Tirelo

{Dinako tse di amanang le maemo a tirelo di tlhakanngwa go tloga letlha le ditokumente tse di thusang tse di amogetsweng kwa motswedding o o nepagetseng, mme ga di akaretse nako e e fedileng go emetswe go romelwa ga ditokumente tse di thusang. Go raraana, jaaka go tlhalositswe ke kgakololo ya tharabololo ya boitlamo, e ka batla nako e e oketsegileng, e e lekanang le nako le halofo ya maemo a tirelo a a nnileng gone (ka sekai, maemo a tirelo ke malatsi a kgwebo a a 10, ke gore nako le halofo ke malatsi a le 15 a kgwebo).}

### **Ka metswedi ya dijitalo, re tla:**

- Tlhommisa eFiling le MobiApp mekgwa ya dijitalo e e gone / nako e e dirang ka yone ke
- 99.9 % ya bokgoni jo bo rulagantsweng go ya ka tlhokomelo e e rulagantsweng.
- Go tlamelala Lwazi (ChatBot), gareng ga ditirelo tse dingwe, go kopa nomoro ya lekgetho, tshupamolato ya akhaonto, tlhatlhobo le seemo sa pusetso madi.
- Go tlamelala tiro ya SMS, gareng ga ditirelo tse dingwe, go dira dipeelano, potso ya nomoro ya tshupiso ya lekgetho, potso ya go tsenngwa ga dipolo, tshalelo ya akhaonto, seemo sa go rulagana ga lekgetho le dipolo.
- Go tlamelala Online Query System go tsenya ditokumente tse di thusang go nna tshupiso ya nomoro ya kgetsi e e maleba.

### **Ka metswedi ya rona ya go dirisana le bareki, re tla:**

- Go dira dipeelano tsa eBooking le maeto a lekala le go dirisana ka namana, gongwe ka website ya SARS le/kgotsa SMS.
- Tlhommisa dipeelano tsa SMS tse 8 mo go tse 10 mo malatsing a le 3 a kgwebo.
- Go neelana ka 90% ya tharabololo ya ntlha ya kgolagano kwa Contact Centre ya rona.
- Go nna teng mo dipeelanong tse 9 mo go tse 10 kwa lekaleng, di-MTU le dintlha tsa kwa ntle tsa tirelo mo metsotsong e le 30 ya go leta. Diketelo kwa ditirelong tseno kwantle ga peelano ga di a akaretswa ke boitlamo jono.
- Go rarabolola dipuisano tse 8 mo go tse 10 ka motswedi wa email e e beilweng mo malatsing a le 21 a kgwebo mo go amogelweng ga tshedimosetso e e feletseng. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a bakileng tiego.



## 2. IKWADISO

Fa dipatlafalo tsotlhe tsa ikwadiso di fitlhеletswe, re tla rulaganya le go konela morero:

- kopo ya ikwadiso ya eleketeroniki (PIT, CIT, VAT, le PAYE) ka bonako fa go amogelwa tshedimosetso e e feletseng mme go sena patlafalo ya netefatso. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a bakileng tiego go moduela lekgetho.
- dikopo tse 8 mo go tse 10 tse di latelang thulaganyo ya go dirisa seatla, kgotsa di tlhoka go dira ka natla, netefatso le/kgotsa tlhatlhobo mo malatsing a kgwebo a le 21, tsa mofuta ope wa lekgetho. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a bakileng tiego go moduela lekgetho.
- Dikopo tsa ikwadiso ya metswedi e e kgobokanyang lekgetho tse 8 mo go tse 10 mo malatsing a le 5 a kgwebo, kamogelo ya tshedimosetso e e feletseng, le mo go sa tlhokegeng tlhatlhobo kgotsa bonto. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a bakileng tiego go moduela lekgetho.
- Dikopo tsa ikwadiso ya dilaesense tsa Balaodi ba Metswedi ya Tse di Tswang le go Tsena ka Naga di le 8 mo go tse 10 mo malatsing a le 21 a kgwebo (kwantle ga nako ya go rulaganya mogwebi) ya nako ya go romela tshedimosetso e e feletseng, mo go tlhokegeng tlhatlhobo kgotsa bonto. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a bakileng tiego go moduela lekgetho.



## 3. DIPOELO

### Re tlile:

- Mo go batlegang, puisano le wena ka SMS kgotsa email go go gakolola ka dinako tse o di beetsweng go dira dithomelo.
- Go tlamel a moduela lekgetho ka phelelo ya tshekatsheko ya lekgetho kafa tlase ga metsotswana e le 5.



## 4. GO RULAGANA GA BALAODI BA METSWEDI

### Re tlife:

- Go konela merero e le 8 mo go e e 10 ya go rulagana ga balaodi ba metswedi mo diureng di le 4 tsa go e amogela.
- Mo tshekatsheko e tlhogekang, mo diureng tse 48, fa go tlametswe ka ditokumente tsotlhe tse di thusang mme go sena tshedimosetso e nngwe e e batlegang.



## 5. NETEFATSO

Fa o lebane le netefatso, re tla dira netefatso tse 7 mo go dingwe le dingwe tse 10 tsa dipolo tsa itlhatlhobo kgotsa go rulagana ga gago mo malatsing a le 21 a kgwebo go tloga letsatsi la kamogelo ya ditokumente tse di feletseng le tse di nepagetseng tse di thusang, ntle le fa o romela dingwaga tse dintsi mo boitlamo jwa rona e leng malatsi a le 90 a kgwebo, fa ka nako eo re ntse re buisana le wena.



## 6. ODITI

### Fa o tshwanetse go tlhatlhobiwa, re tla:

- Re tla dira dioditi tse 8 mo go tse 10 mo malatsing a le 90 a kgwebo go tloga ka nako ya kamogelo ya ditokumente tsotlhe tse di thusang tse di batlegang ka tselo e e feletseng le e e nepagetseng, ntle le fa go dirilwe dithulaganyo tse dingwe tse di farologaneng.
- Neelana ka pego ya tswelelopele go ya ka kitsiso e e maleba ya puso.



## 7. DIPUSETSO

Re tla duela baduela lekgetho ba le 9 mo go bangwe le bangwe ba ba 10 madi a ba a busediwang a a tshwanetseng go duelwa mo diureng tse 72, fa o tshwanetse go busediwa madi a a fetang R100; fa

- tshedimosetso ya banka ya gago e nepagetse;
- o sena sekoloto kgotsa diforomo tsa lekgetho tse di saletseng morago; le
- fa go sena tshekatsheko, netefatso kgotsa tlhatlhobo e batlega kgotsa e rulagantswe.



## 8. DITUELO

**Fa o dira dituelo tse di feletseng, o dirisa nomoro ya tshupiso e e nepagetseng ya SARS, re tla:**

- Re tla dira dituelo di le 9 mo go tse 10 mo malatsing a kgwebo a le 3 a tshupakamogelo
- go tswa foo. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a a bakileng tiego.
- Mo boemong jwa tuelo e e phoso ke moduela lekgetho, mo Nomoro ya Tshupiso ya Tuelo e seyong, e fosagetseng kgotsa e dirisitswe nako e e fetileng, re tla dira tuelo mo malatsing a le 21 a kgwebo fa kopa ya go dira seno e sena go dirwa. Fa seno se ka se kgonege, SARS e tla buisana ka mabaka a a bakileng tiego go moduela lekgetho.



## 9. SEKOLOTO

### Go busetswa morago ga tuelo

Fa o dira kopo ya go busetsa morago tuelo (kwantle ga sekoloto se se patelediwang le se se ganetswang ka gonne seno se tsaya nako e telele), mme dipatlafalo tsa molao tsotlhe di fitlheletswe, re tla akanyetsa le go dira tshwetso ya dikopo tsa pusetsa morago tse di utlwalang di le 8 mo go di le 10 mo malatsing a kgwebo a le 21 a ditokumente tse di kopilweng tse di tladitsweng, fa go sa batlege puisano epe e nngwe.

### Go emisiwa ga tuelo

Fa o dira kopo ya go emisiwa ga tuelo (SOP), mme go fitlheletswe dipatlafalo tsotlhe, re tla go itsise ka tshwetso ya rona mo dikopong tse di utlwalang tsa SOP di le 6 mo go tse 10 mo malatsing a le 30 a kgwebo a go amogela ditokumente tse di feletseng le tse di boammaaruri tse di thusang.

Re ka se simolole dikgato dipe tsa go tsaya go tloga ka letlha le re amogelang kopo e e feletseng ya kemisho ya tuelo, go fitlha malatsi a le 10 fa o sena go itsisiwe gore kopo gongwe e gannwe, kgotsa morago ga go amogela kitsiso ya gore kemiso e e setseng e amogetswe ya tuelo e phimotswe. Dilo tse di fa godimo di a dira, ntle le fa go na le tumelo e e utlwalang ya gore go na le ditlamorago tsa tiriso e e botlhlaswa ya matlotlo.

### Go tlogela sekoloto

Fa o kopa tlogelo ya sekoloto mme dipatlafalo tsotlhe di fitlheletswe, re tla lebana le kgetsi nngwe le nngwe go ikaegile ka mofuta wa yone le ditlamorago tse di amanang le yone, ka thulaganyo ya bookamedi, mo malatsing a le 90, le go tlamela ntshwafatso ya seemo sa kopo. Fa go ka tlhogega nako e e oketsegileng, re tla buisana le moduedi wa lekgetho.



## 10. DIKGANETSO MABAPI LE MOLAO WA TSAMAISO YA LEKGETHO

### Kopo ya go Baakanya

Fa o lemoga gore phoso e dirilwe fa o tlatsa poelo ya gago, thulaganyo ya Kopo ya go Baakanya (RFC) e go lettelela go baakanya poelo/kitsiso e e rometsweng nako e e fetileng.

RFC e ka se lettelelwé mo maemong a a latelang:

Mo kgetsi ya tlhatlhobo kgotsa netefatso e weditsweng kgotsa kitsiso e e sekasekilweng gape e sa dirwang ke modirisi wa SARS. O tla tlhoka go emela diphelelo go latela thulaganyo ya kganetso.

**Mo SARS e sa dumalaneng le kopo ya gago, o na le tshwanelo ya go dirisa dithulaganyo tsago rarabolola go sa utlwane (Kemokgatlhanong, Boikuelo le Tharabololo e Nngwe ya Kganetso), mo nakong e e tlhalositsweng go SARS le moduedi wa lekgetho.**

### Kopo ya Mabaka, Kemokgatlhanong, Boikuelo

Ntle le fa go dumalanwe, le mo maemo a a tlhomologileng a tlhagang a a batlang katoloso go nako ya go tsiboga, re tla:

- Ntsha mabaka mo dikgetsing tse 9 mo go tse 10 mo malatsing a le 45 a kgwebo go tloga ka letsatsi la kamogelo ya kopo.
- Dira tshwetso mo dikemokgatlhanong tse 7 mo go tse 10 mo malatsing a le 60 a kgwebo go tloga ka letsatsi la go tsenya kemokgatlhanong.
- Go swetsa go tshwanelega ga kgetsi mo Tharabololong e Nngwe ya go sa Utlwane (ADR) mo dikopong tsa ADR tse 7 mo go tse 10, le go go itsise mo malatsing a le 30 a kgwebo go tloga ka letsatsi la kamogelo ya kopo.
- Go konela morero wa dikgato tsa ADR tse 5 mo go tse 10 mo malatsing a kgwebo a le 90 go tloga letlha la go tswelela ga ADR, kgotsa mo nakong e nngwe jaaka go tla bo go dumalanwe le SARS.
- Fa SARS e sa dumalane le boikuelo, kgotsa go sa fitlhelelwá tumalano morago ga go tshwara Dithulaganyo Tse Dingwe Tsa go Rarabolola Dikganetsano, moduela lekgetho o na le kgololosego ya go ntsha tsiboso go Boto ya Lekgetho go akanyetsa kgang ya lekgetho.



## 11. DIKGANETSO MABAPI LE MOLAO WA BALAODI BA METSWEDI LE TSE DI TSWANG LE GO TSENA KA NAGA

O na le tshwanelo ya go ganetsana le SARS le go tsenya boikuelo kgatlhanong le diphelelo tsa kitsiso le/kgotsa ditshwetso tse di totobaditsweng tsa molao mo nakong e e tlhalositsweng. Mo kgannyeng eno, re tla:

- Itsise batsenya boikuelo ba le 8 mo go ba le 10 mo malatsing a le 10 a kgwebo ka diphelelo
- tsa boikuelo jwa bone go komiti ya kafa gare ya boikuelo ya SARS.
- Rarabolola boikuelo bo le 8 mo go e 10 mo malatsing a le 60 a kgwebo (kwantle ga dikgetsi tse di raraaneng kgotsa dikgetsi tse di tlhokang tsenyeletso ya molao kgotsa e e kgethegileng.
- Go swetsa go tshwanelega ga kgetsi mo Tharabololong e Nngwe ya go sa Utlwane (ADR) mo dikopong tsa ADR tse 8 mo go tse 10, le go go itsise mo malatsing a le 20 a kgwebo go tloga ka letsatsi la kamogelo ya kopo.
- Go konela morero wa dithulaganyo tsa ADR tse 5 mo go tse 10 mo malatsing a kgwebo a le 90 morago ga letlha la kitsiso go modira boikuelo gore kgang e siametse ADR (ntle le fa nako e atolositswe).



## 12. SEEMO SA GO

Re tla tsibogela dieemo dipe tse di gwetlhilweng sa lekgetho di le 9 mo go tse 10 mo malatsing a le 5 a kgwebo.



## 13. THULAGANYO YA TSHENOLO YA BOITHAOPO

**Mo SARS e tlhokang go akanyetsa dikopo tsa go itshenola ka go ithebola, re tla:**

- Re tla dumalana le dikopo tse 9 mo go tse 10 mo malatsing a kgwebo a le 30 a tshupakamogelo.
- Konela morero wa dikopo tse 8 mo go tse 10 mo malatsing a le 90 a kgwebo, mo ditokumente tsotlhe tse di kopilweng tse di thusang di amogetsweng, ntle le fa
- go builwe ka dithulaganyo tse dingwe tse di farologaneng. Fa re ka se kgone go konela merero, SARS e tla tlhalosa lebaka la taxpayer.



## 14. DEPALELO TSA DITIRELO

SARS e dira ka maatla le bokgoni jotlhe jwa yone go tlamela tirelo ya maemo a a kwa godimo le go tila kgotsa go fedisa go retela ga tirelo mo go kgonegang. Mo go laoleng ditirelo tsa selekanyo se se kwa godimo, dikopo le go nna le seabe ga baduela lekgetho, go na le kgonagalo ya gore ga se tsotlhe tse di ka dirwang go ya ka kgotsofalo ya maloko. Ka jalo, SARS e dumela le go amogela gore ngongorego e le nngwe e emela tse dintsi mme e tshwanetse go rarabololwa.

Gape o ka re thusa ka go re bolelela gore o akanyang ka tirelo ya rona. Mo dilo di leng phoso, re batla go go baakanyetsa dilo, re ithute gore re dirile phoso kae, le go tlhomamisa gore ga re dire phoso eo gape.

**Go retela ga ditirelo tsa ntlha tsa maemo ape fela go tshwanetse ga begelwa modiredi/ motlhanked, mokaedi wa ditirelo le/kgotsa mokaedi wa lekala / lefelo gore go fitlhelelw tharabololo.**

\*Diofisi tsa SARS di neelana ka dintlha tsa go ikgolaganya le mokaedi yo o maleba.

## **Fa o sa itumelela diphelelo, o ka tsweletsa kgang jaaka go bontshitswe fa tlase:**

O ka tsenya ngongorego go SARS o dirisa:

- SARS eFiling go [www.sarsfiling.co.za](http://www.sarsfiling.co.za)
- SARS Contact Centre go 0800 00 7277
- Tharabololo ya Dingongorego tsa SARS go 0860 12 12 16
- Lekala la SARS ka go beelana nako ya go kopana le bone

Kwa go dirilweng ngongorego ya tirelo ka metswedi e e fa godimo, mme e engwa nokeng ke nomoro ya kgetsi, re tla:

- Re tla rarabolola dingongorego di le 7 mo go tse 10 mo malatsing a kgwebo a le 21. Fa re ka se kgone go konela merero, SARS e tla tlhalosa mabaka a tiego go moduela lekgetho.



## **15. DINGONGOREGO GO OFISI YA MOTLHATLHOBI WA TSA LEKGETHO**

Re ikemiseditse go rarabolola bothata bope jo o nang le jone le rona, ka go tlamela tirelo e e dirilweng ka bojotlhe, tlhaloso, le go tlhomamisega mabapi le ditshwanelo tsa gago tsa botsamaisi le maikarabelo jaaka moduela lekgetho kgotsa mogwebi. Mo seno se retelang gone, o ka kopa go tsereganya ga Ofisi ya Motlhatlhobi wa tsa Lekgetho. Mo kgannyeng eno, re tla:

- Rarabolola dingongorego tse di utlwlang di le 5 mo go di le 10 tse di rometsweng kwa Ofising ya Motlhatlhobi wa tsa Lekgetho mo malatsing a le 15 a kgwebo.

### **Ngongorego go Motlhatlhobi wa tsa Lekgetho e ka dirwa go metswedi e latelang:**

- Toll-free call centre: 0800 662 837
- Mogala: +27 12 431 9105
- Email: [complaints@taxombud.gov.za](mailto:complaints@taxombud.gov.za)



## 16. GO BEGA TLOLOMOLAO

### 16.1 Kwa ntle- go bega ka gone

O ka bega ditiro dipe tse di belaetsang ka motswedi o o fa tlase: <https://secure.sarsfiling.co.za/AdHocCaseSourcing>

SARS e ikemiseditse go fedisa ditiro dipe tse di amanang le tlolomolao ya lekgetho, le fa go ntse jalo, dikgang tsa lekgetho ke khupamarama ka jalo motho yo o begileng a ka se bolelelw gore kgang e tsamaiso jang go dumalana le Karolo 68 le 69 ya Molao wa Tsamaiso ya Lekgetho.

Le fa go ntse jalo, re tla anaanela go begelwa tiragalo nngwe le nngwe e e belaetsang kgotsa kgang e e seng mo molaong e re e begetsweng

### 16.2 Mo gare

Re tsaya dilo masisi kaga go tlhama lefelo la tiro le le senang tlolomolao go ralala tiro nngwe le nngwe e re e dirang. O na le tshwanelo ya go bega tiro epe ya tlolomolo (kgotsa tiro e e belaetsang tlolomolao) go rona, mme re go rotloetsa go dira jalo, o le tlhokaina kgotsa nnyaa. Re na le metswedi e mebedi e e beetsweng seno, yone ke:

**Go bega tlolomolao:** anti-corruption@sars.gov.za

**Hotline:** 0800 00 2870

Tshedimosetso e e oketsegileng gape e gone go website ya SARS  
[www.sars.gov.za](http://www.sars.gov.za) Latela: "@sarstax" mo Facebook, LinkedIn, le mo Twitter.

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# **South African Revenue Service - Service Charter**

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